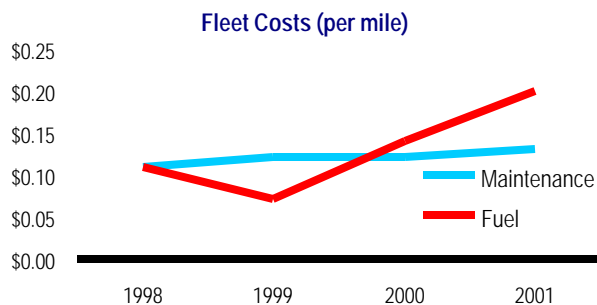


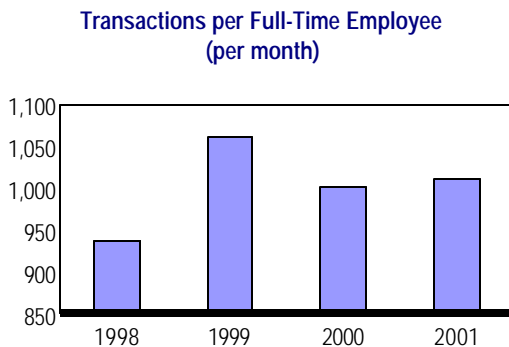
Organization Services

Organizational services support the activities of all departments and include the management of information systems such as office automation, document imaging, and geographic information systems internet services; telecommunication systems; stationery stores; and fleet and building services. In addition, administration of the pension funds and the self insurance funds provide internal support to all departments alike.

Fleet and Buildings. The City's fleet services are provided by the Fleet and Buildings internal service fund. Fleet Maintenance is responsible for the operation and maintenance of 1,897 automobiles, light trucks, heavy trucks, and heavy equipment used by nearly all City departments.



Central Stores. The operation orders, procures, and maintains an inventory of parts and supplies for Fleet Maintenance and for sale to other City departments. Sales average over \$1.5 million per year from an inventory of over 6,000 items.

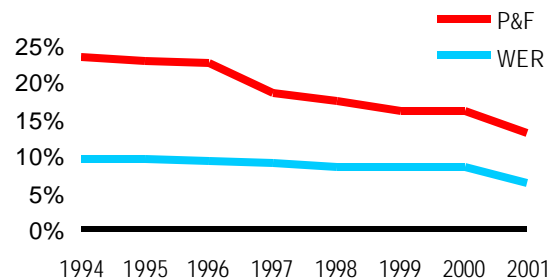


Pension. The goal is 7.75 percent annual rate of return on investments. In recent years, returns have exceeded the goal.

Rate of Return on Pension Funds			
	1997	1998	1999
WER Fund return	17.03%	19.93%	16.75%
WPF Fund return	12.76%	16.24%	17.88%

Employer contributions are established annually, based on the actuarial condition of the funds. In the past, due to investment returns significantly above the goal, employer contribution rates (as a percentage of payroll) have dropped.

**Employer Pension Contribution Rates
1994 - 2001**



Information Technology (IT). IT services support 1,572 users of 11 major systems at 34 City facilities. HelpDesk services are provided by 5 of the 28 IT employees. On average, 90 percent of calls to the HelpDesk are resolved immediately.

